

APPLICATION. NO. 09/933,768
REPLY TO OFFICE ACTION DATED SEPTEMBER 22, 2005

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

LISTING OF CLAIMS:

Claims 1-11. (Canceled)

12. (Previously Presented) A method enabling a user to log errors that occurred during a process, the method comprising the steps of:

finding an error, wherein finding an error comprises finding the error in an imaged document, the error comprising one of a missing page, a missing portion, and an unsigned document;

selecting an error log icon;

entering document details, wherein entering document details comprises entering policy details such as a policy number;

entering personal details;

entering error details;

determining whether assistance is needed to correct the error;

completing resolution details and saving changes if assistance is not necessary;

entering recipient details if assistance is necessary and sending an email message to a selected recipient; and

saving error data in an error log database.

13-14. (Cancelled)

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15. (Original) The method of claim 12, wherein the step of entering personal details comprises entering at least one of a name, a department, and a company reporting the error.

16. (Original) The method of claim 12, wherein the step of entering error details comprises entering an error and entering an error description.

17. (Original) The method of claim 12, wherein completing resolution details comprises entering a name of a resolving party and entering a method of resolution.

18. (Original) The method of claim 12, wherein entering recipient details comprises entering a selected recipient capable of resolving the error.

19. (Previously Presented) A method for resolving an error logged through an error log system, the method comprising the steps of:

locating an error that requires resolution, wherein locating an error comprises locating the error while reviewing a document;

opening the error log;

locating an error incident number, wherein the error incident number is associated with a policy number;

entering resolution details;

closing the incident;

generating error resolution data based on the resolution details; and

storing the error resolution data in a computer-implemented error log database.

20. (Original) The method of claim 19, wherein the step of locating an error that requires resolution comprises receiving a routed error.

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21. (Cancelled)

22. (Original) The method of claim 19, wherein the step of opening the error log comprises selecting an error log icon on a user device.

23. (Original) The method of claim 19, wherein the step of entering resolution details comprises entering a resolving party name and a method of resolution.

24-26. (Canceled)

27. (Previously Presented) A method enabling a user to log errors that occurred during a process, the method comprising the steps of:

finding an error;

selecting an error log icon;

entering document details, wherein entering document details comprises entering policy details such as a policy number;

entering personal details;

entering error details;

determining whether assistance is needed to correct the error;

completing resolution details and saving changes if assistance is not necessary;

entering recipient details if assistance is necessary and sending an email message to a selected recipient; and

saving error data in an error log database.

28. (Previously Presented) The method of claim 12, wherein the policy details includes a policy number.